



PATIENT SURVEYS

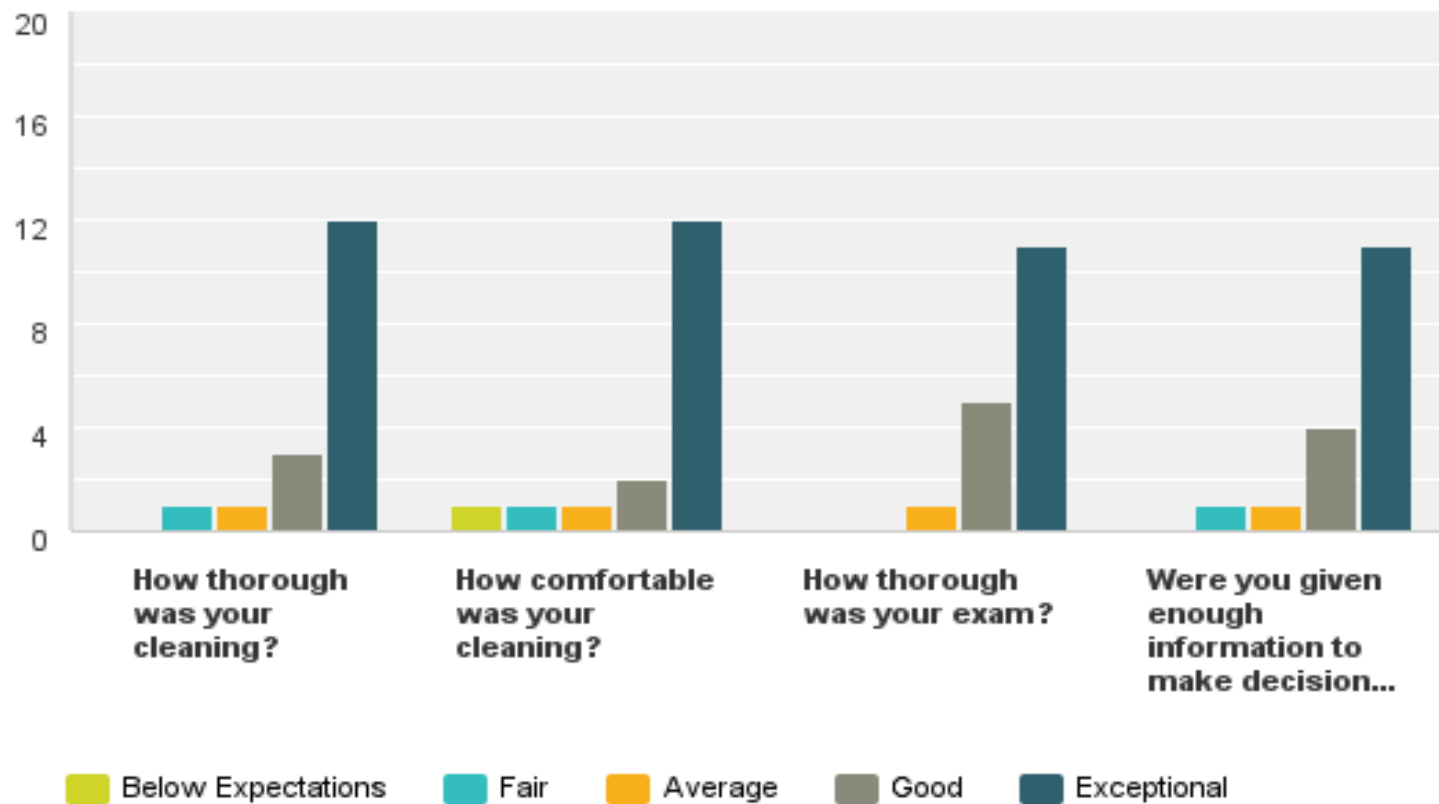
Springville – May 2016

What Do You Want Most From Us?

- ❑ Honesty
- ❑ Healthy teeth
- ❑ Quality and value.
- ❑ Good dentistry at a fair price.
- ❑ Easy, quick, comfortable service.
- ❑ Friendly and comprehensive dental care
- ❑ Patience, kindness, good communication
- ❑ healthy teeth
- ❑ Appropriate dental care
- ❑ Quality dental work
- ❑ Quick convenient dental care.
- ❑ Good dental help and advice.
- ❑ Dr Baird is the Best!
- ❑ Cleaning and crowns on my husbands teeth

Q2 Cleaning Visits

Answered: 17 Skipped: 0



Cleaning Visits

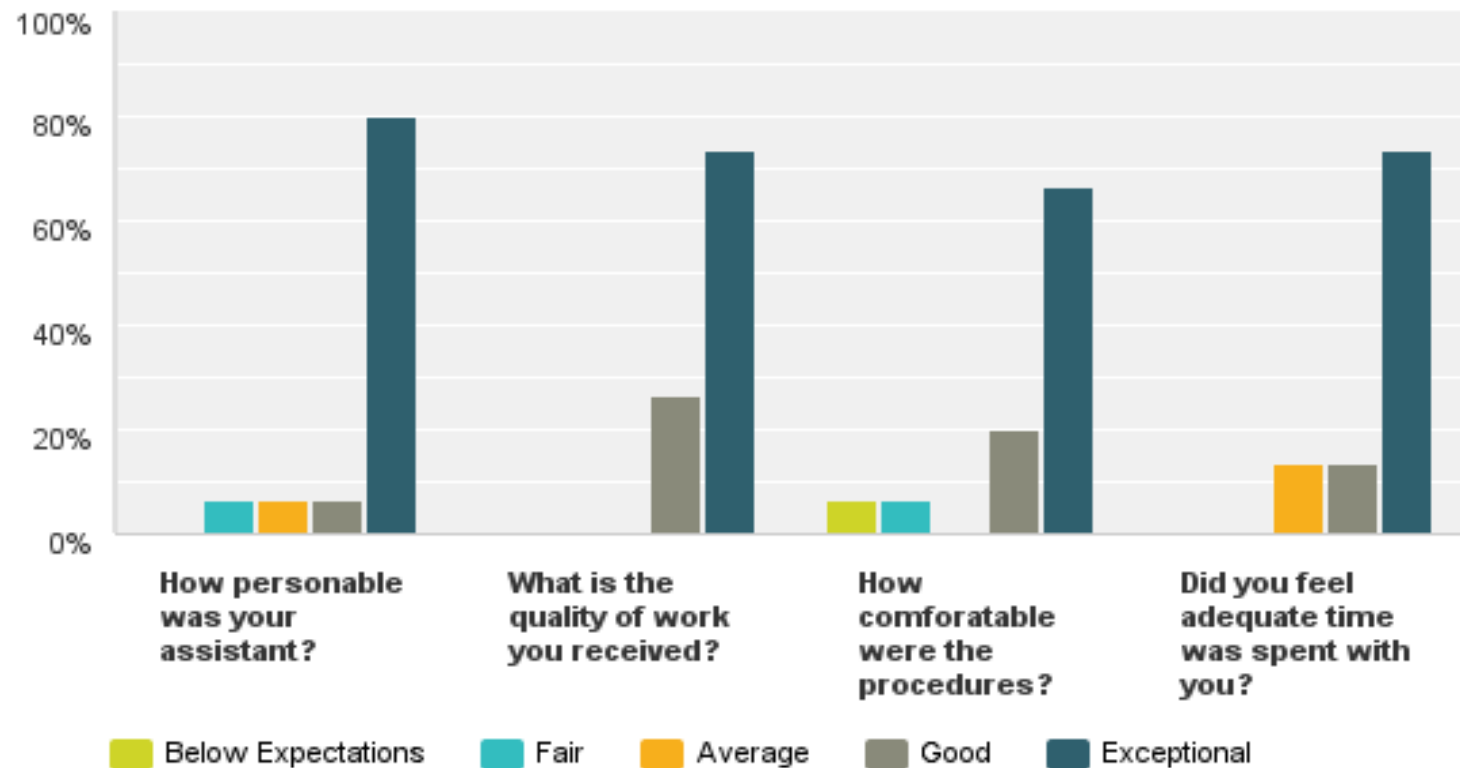
Comments on Cleaning Visits:



- ❑ The hygienists are always positive, caring and helpful with tips that we can improve our hygiene if needed!
- ❑ Very gentle.
- ❑ The hygienist was great. Very thorough and helpful. The dentist was okay.
- ❑ The person was a temp, they took way too long and I usually enjoy the dentist. I was sore after, and they didn't make it personable like you usually do. Don't use SUBS or TEMPS from other offices! :(
- ❑ Suzie is amazing! She is the entire reason I go to Cascade Family Dental.
- ❑ I really enjoy the cleaning quick convenient and wonderful
- ❑ Good job

Q4 Dentist Visits

Answered: 15 Skipped: 2



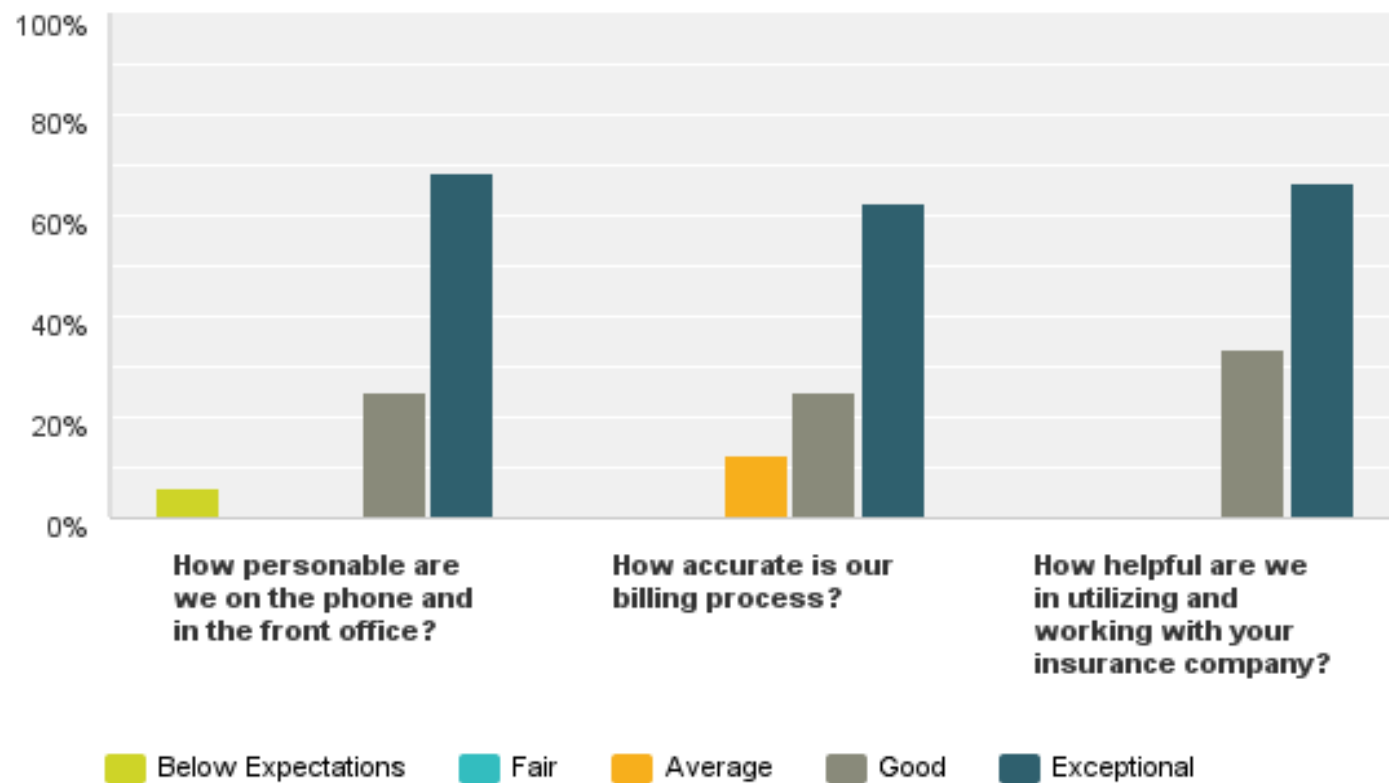
Dental Visits

Comments on Dental Visits:

- ❑ Both Dr. Flinders and Dr. Baird are extremely nice and very comforting. They go beyond our expectations of the work being done!
- ❑ N/A
- ❑ Even the shots were tolerable
- ❑ Dr Allred is always so nice and does an awesome job. He is very good at his job and a really sincere doctor. He did an excellent job on my crown today.
- ❑ good

Q6 Billing & Front Office

Answered: 16 Skipped: 1



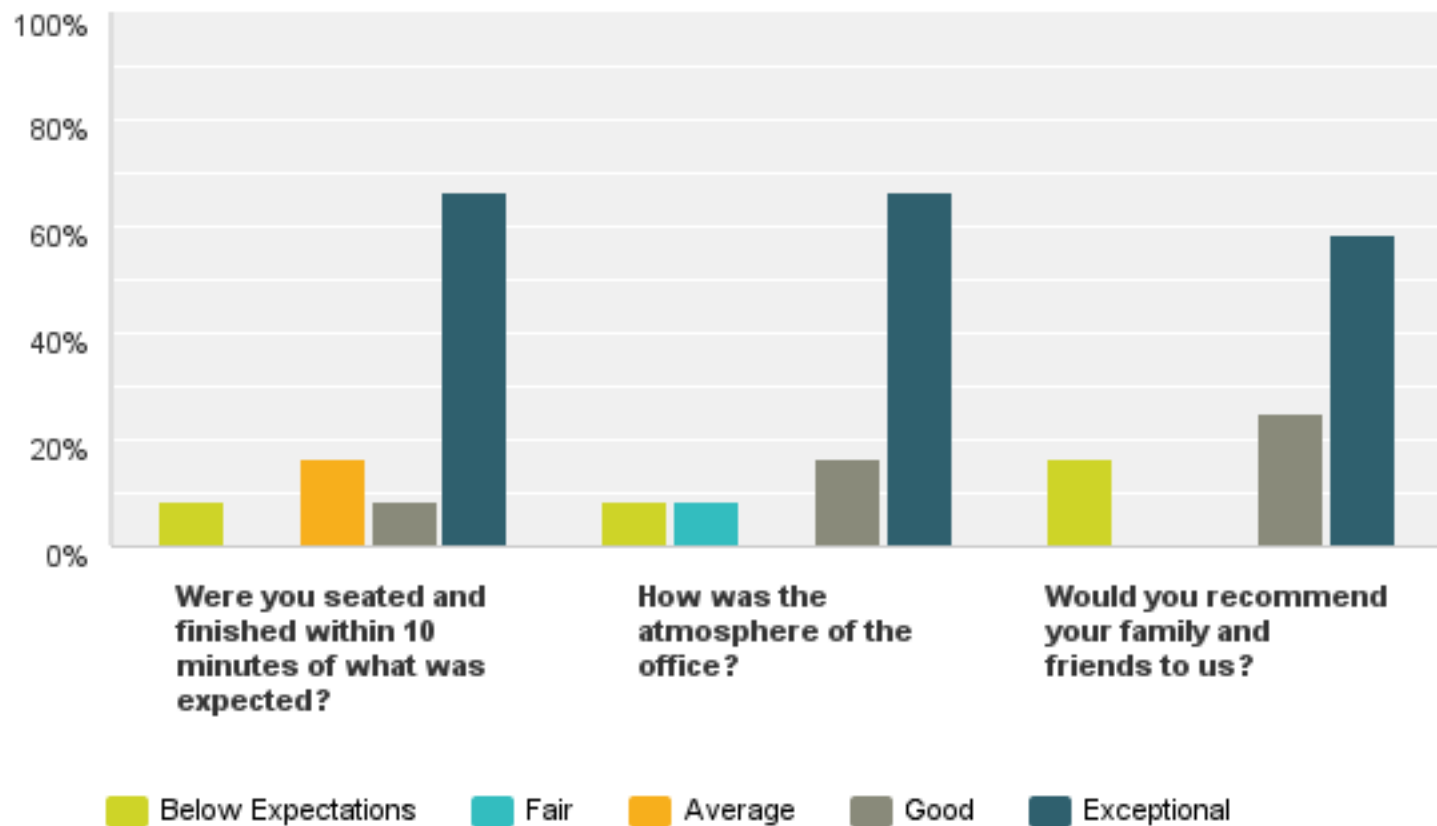
Billing & Front Office

Billing & Front Desk Comments:

- ❑ The staff at the front desk is always very nice! They don't rush us and are so patience if we have questions or helpful in getting our appointments set.
- ❑ The lady that ran the front office was not very vice. And not just to me but to my children as well.
- ❑ The front office people are always on top of things and fast!
- ❑ Gave me a flower for Mothers Day

Q8 General Questions

Answered: 12 Skipped: 1



General Questions

Any specific comments about team members or doctors that exceeded your expectations?

- I had not met Dr. Baird in all the times we've been in for cleanings and he happened to over hear the treatment my daughter needed and jumped in to help me arrange getting insurance and then he ended up the one doing the work on my daughters teeth. When she came out and smiled, it literally brought tears to my eyes! We never expected to have some marks on her teeth removed and that wasn't what she went in for but when she came out, they were gone!! We don't know what he did but it was tremendous!! I cried and her self esteem has been lifted because of him! Thank you to both dentists and a wonderful staff for treating us like family and for always doing a fantastic job no matter what is done!!
- Good people and staff. I don't know her name but my hygienist was really nice and I liked her a lot.
- Don't use subs or temps from other offices, because the treatment received was not the same for my cleaning. When I got actual cavity filled, those ladies were AWESOME! And totally made me feel comfortable, even when getting my shot!
- Everyone I deal with is helpful and professional
- Renee is super nice! Really great when she helps out on my visits!
- I was really anxious about my visit, but everyone was so nice and understanding and did everything they could to be reassuring and help me feel comfortable.
- gave advice on electric toothbrush and sensodyne toothpaste

How can we make your experience better?

- You can't, but thanks for asking
- The receptionist is not nice at this location and she treated my daughter like a bother. So maybe help her to be better.
- Offer the massage chair always!
- I don't think you can.
- keep up good work